

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
(Under the Electricity Act, 2003)
PUDUCHERRY

PRESENT:

THIRU T. GOPALAKRISHNAN, B.E.,
CHAIRMAN

THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,
JERC NOMINATED MEMBER

THURSDAY, THE 4TH DAY OF AUGUST 2022

CONSUMER CASE No.136/2022

K. Sellaperumal,
No.18, Sixth Cross,
Kavikuyil Nagar,
Puducherry.

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Complainant

Vs.

- 1) The Executive Engineer, Rural-North,
Electricity Department,
Puducherry
- 2) The Assistant Engineer –Lawspet, O&M,
Electricity Department,
Puducherry.
- 3) The Junior Engineer- Lawspet,
Electricity Department,
Puducherry.

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Respondents

This case in C.C. No.136/2022 came up before this Forum for final hearing on 02/08/2022. After hearing both sides and having stood over till this date for consideration this Forum has delivered the following:

The case of the Complainant is as follows:

1. A Complaint was received from K. Sellaperumal, Kavikkul Nagar on 17/07/2022. In the complaint, the Complainant had stated that in their area

namely Kavikuil Nagar, Sundaramurthy Nagar, Muthuranga Chetty Nagar they are facing hardship due to frequent power interruption and low voltage problem for the past many years. Two months back, boomi pooja was performed for erection of transformer. But nothing is materialised. The Complainant enclosed a letter given to the Department in the year 2018 narrating the problem and also requested for new transformer to eliminate the low voltage and power interruption. But no action was taken by the Department. Therefore, the Complainant prayed this Forum to pass directions to the Department to erect new transformer and set right the low voltage problem in their area. Hence, the Complaint.

2. The complaint was registered as C.C. No.136/2022 on 12/07/2022 and copy of the complaint was handed over to the Executive Engineer, Rural (North) and others to furnish reply by 25/07/2022. Reply received from the Respondents on 26/07/2022 and a copy of the same was communicated to the Complainant. The case was posted for hearing on 02/08/2022.

3. In the Affidavit dated 26/07/2022, the Assistant Engineer, / Respondent No.2 for himself and on behalf of Respondent No.1 and 3 had stated that, one complaint received from the residents of Kavikuil Nagar, Sundaramurthy Nagar and Muthuranga Chetty Nagar. The Junior Engineer, Lawspet, has inspected all the areas and prepared an estimate for the erection of additional distribution transformer namely Kavikuil Nagar SS 200 KVA for an amount of Rs.12,82,881/- got for technical sanction and sent for work Order. After receiving the work order, the work will be executed within three months.

4. Hearing was held on 02/08/2022. Both the Complainant and Respondents were present. During the hearing, the Complainant stated that due to persisting low voltage problem, the electrical gadgets like refrigerator and electrical fans have frequently failed in his residence. Hence requested for speedy erection of new Transformer in their area. The Respondents stated that sanction for Rs.12,82,881/-

have been received during April 2022, based on which the other administrative work have been initiated. It was also submitted that the location of the new Distribution Transformer, as proposed by the Department was protested by few due to which the location of the earlier distribution Transformer was shifted. Presently the location is finalised with the assistance of local VIPs and the work would be taken up. In the Affidavit filed, the Respondent have not given the date of inspection of the Complainant's premises and the prevailing voltage in his house. The Respondents conceded that the low voltage is prevailing in that area and assured to erect the Transformer by October 2022.

ORDER

- i. As committed by the Respondents, the distribution Transformer should be energized before 31/10/2022 and a compliance report should be sent to this Forum within a week thereafter.
- ii. Thus the complaint is allowed.
- iii. The Complainant, if aggrieved, by non-redressal of his / her grievance by the Forum or non-implementation of CGRF Order by the Licensee, may make an Appeal in prescribed Annexure-IV to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Road, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015; Phone 0124-4684708; email ombudsman.jercuts@gov.in within 30 days from the date of this Order under intimation to this Forum and the Respondents.
- iv. Non-compliance with the directions of Forum by the Licensee shall attract remedial action under Sections 142 and 146, of the Electricity Act 2003.

Dated at Puducherry on this the 4th day of August, 2022

Sd/-

Sd/-

(R. KRISHNAMURTHY)
JERC NOMINATED MEMBER

(T. GOPALAKRISHNAN)
CHAIRMAN